



6. Made government 'work smarter' for citizens.

- Signed an Executive Order directing the Department of Treasury to invest state dollars in corporations with strong corporate ethics practices.
- Clamped down on state spending through contracting – directed the state to review any contract in excess of \$25,000 before beginning the contracting process.
- Consolidated the Departments of Consumer and Industry Services and Career Development into one department of Labor and Economic Growth.
- Directed DMB to find ways for departments to share human resources, purchasing and other common functions.
- Signed an Executive Order directing the state to do business only with corporate citizens who follow the laws protecting workers, consumers and the environment.
- Signed an Executive Order creating the state's first comprehensive ethics policy for all state employees.
- Appointed team of "bureaucracy busters" from state's business community to help streamline state government and find efficiencies.
- Created Children's Action Network – breaks down state government from 19 separate departments into one, single entity focused on improving education and service for children.
- Opened an accessible Constituent Services office in her building and met privately with constituents every month.
- Appointed a diverse cabinet that reflects the true face of Michigan – a cabinet that reflects both of Michigan's peninsulas and people of every race, religion and ethnic background.
- Instituted regular correspondence with state employees.
- With the Lt. Governor, spoke directly to citizens in cities across the state to gather citizen input on government spending.

- Appointed state's first Governor's Advisor for Homeland Security to regularly advise the Governor on capitalizing on federal homeland security efforts and funding to Michigan's first responders.
- Introduced a "Fix It First" plan to invest in and focus on fixing Michigan's existing roads before building new ones. This year, improved, rehabilitated or reconstructed more than 2,000 miles of Michigan roadway and moved more than \$180 million in road preservation projects forward.
- Introduced an on-line "Pot Hole Hotline" so citizens can report potholes 24 hours a day.
- **Improve the delivery of the Department of Civil Rights Services**

Goal: Serve as a national leader in state level civil rights promotion and enforcement

As our state moves forward into the 21st century, Governor Granholm does so with the intent to strengthen One Michigan through the utilization of one of our greatest assets –the rich cultural and ethnic diversity of our citizenry. It is our hope to continue the more than 40 years of progress by the Michigan Civil Rights Commission and Department by solidifying its position as a national leader in state level civil rights promotion and enforcement.

To this end during 2003 – 2004, the Department extended its reach into proactive civil rights by expanding its Building Cultural Competency training designed to give participants, including governmental employees as well as those in the private sector, a better understanding of the five major cultural groups in Michigan. In recognition of the value of alternative dispute resolution (ADR), the Department has incorporated internal mediations using Department colleagues to increase the capacity of the existing external mediation program as a viable option to the complaint resolution process. Both programs are destined to be cornerstones in the Department's future.

Over the past year the Department had the opportunity to implement these strategies in several communities around the state. The most visible was Benton Harbor, the site last year of several days of violent civil unrest. MDCR's use of a community liaison and its Crisis Response Team in Benton Harbor - who offered community-building techniques and identify networking opportunities for sharing resources and encouraging

partnerships around common issues – proved to be critically important in

helping to deescalate the violence and tension, proving to be an invaluable resource to the Benton Harbor community, our Department and Granholm administration.

MDCR also provided crisis intervention services in Hamtramck High school following tensions between African American and Arab students and the Department has been monitoring hate group literature distributed in Rosedale, Grosse Pointe, Brighton, Ypsilanti, Holly, Bay City, Wyoming, Traverse City, Grand Blanc, Saginaw and other communities.

- **Promote the Work of the Michigan Alliance Against Hate Crimes**

Goal: Ensure a consistent and effective response to hate crimes and incidents of violence in Michigan communities.

The MDCR has been an active participant in working together with the Michigan Alliance Against Hate Crimes (MIAAHC) to ensure a complete and effective response to hate crimes and bias incidents. The alliance; which includes the United States Attorneys from the Eastern and Western Districts of Michigan among the a coalition of more than 70 federal, state and local law enforcement agencies, civil and human rights organizations, is committed to supporting victims of hate crimes and partners in education and prevention initiatives.

- **Promote the Work of the Crisis Response Team**

Goal: Respond quickly to crisis incidents related to discrimination and hate.

The Crisis Response Team (CRT) was kept busy throughout the year with civil rights related crisis incidents in Michigan. Many of the challenges faced by the team involve Arab Americans suffering backlash from September 11, 2001, or the more recent wars in the Middle East. Arab Americans continue to report incidents of backlash or discrimination to the Arab-American Anti-Discrimination Committee, who often then refers the complaining party to MDCR. In addition to backlash against Arab Americans, there was also several hate incidents directed at other minority groups in the state.

This year MDCR expanded the coverage of its toll free number (1-800-482-3604) to include an emergency hotline for Michigan residents needing immediate response to a backlash incident, hate crime or bias incident.

Residents are still encouraged to contact local law enforcement if they feel endangered.

- **Build Cultural Competency Training**

Goal: Work with agencies and organizations across the state to increase understanding and tolerance of different ethnicities

MDCR's Partnership Team continued to receive requests for the Department's Multi-Cultural Liaisons to conduct Building Cultural Competency training from agencies and organizations throughout the state. This eight-hour workshop offers information that will enhance the participants' understanding of five major cultural groups in Michigan: African American, American Indian, Arab American, Asian American and Latino American.